

These terms and conditions (hereinafter “Terms”) apply to withdrawing monetary funds from the client’s trading account, which has been opened with Globex360(PTY)LTD. The below terms and conditions constitute the procedure which must be followed when requesting a withdrawal. Any variation of these terms and condition by the client, will nullify the specified turnaround time of 24-hour to process any withdrawal and as such will absolve Globex360(PTY)LTD from any penalties as a result of a delay in processing the withdrawal.

Terms:

- Clients requesting a withdrawal from their trading account **must** do so from within the “Client Area”
- The withdrawal function in the Client Area will only be active once ALL FICA documentation are uploaded. NO withdrawal will be paid or be subject to the 24-hour turnaround time unless all legally required documents are in place.
- If a client has any open positions related to the account from which the withdrawal is requested, the withdrawal request will not be process and as such not subject to any turnaround period and or any penalties
- Client must select the desired withdrawal payment method as indicated in the client area under the withdrawal function
- Withdrawals will ONLY be paid to the account from which the funds originated
- No 3rd party payments will be allowed
- Under no circumstances shall Globex360(PTY)LTD be held responsible for any delays, malfunctions and/or outages of the payment systems and/or any other technical systems, which belong to or are operated by the Payment Service Provider or Banks for the results of such delays, malfunctions and/or outages.
- The 24-hour withdrawal turnaround time will only begin once the client has successfully submitted a withdrawal request from the Client Area and such withdrawal has been approved by Globex360(PTY)LTD finance department
- Globex360(PTY)LTD does not warrant that the funds withdrawn will be in the client’s bank account within 24 hours, **only** that the withdrawal will be processed within the specified time frame on condition that ALL requirement as stipulated are met and all client information is correct.
- Conformation that a withdrawal has been process will be sent to the client’s email address on record.
- Globex360(PTY)LTD will be absolved of any delay in notification due to incorrect email address or detail available in the client area. The onus remains on the client to ensure that personal information is correctly captured and or update in the Client Area.
- No withdrawal made within ten working days of the deposit date will be eligible for the 24 Hr withdrawal promotion.